



## **SPB-EVALUATION COUNSELOR I**

### **CHARACTERISTICS OF WORK:**

This is the entry level in the evaluation counselor series. An employee in this class functions in a training capacity and assists in evaluating occupational skills of job applicants; evaluating employee Experience and Training Records; and helping applicants identify and understand factors affecting their employment. Incumbents must provide accurate and adequate information when counseling and assisting prospective applicants. Typically, incumbents are expected to exhibit increasing amounts of specialized knowledge, independent judgement, and project management skills. Incumbents perform professional evaluation counselor work of routine difficulty under the immediate supervision of an administrative superior.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Master's Degree from an accredited four-year college or university.

**OR**

#### **Education:**

A Bachelor's Degree from an accredited four-year college or university;

**AND**

#### **Experience:**

One (1) year of experience in work related to the described duties.

**OR**

#### **Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

#### **Experience:**

Five (5) years of experience in work related to the described duties.

**Substitution Statement:**

Above graduation from a standard four-year high school or equivalent (GED), related education, and related experience may be substituted on an equal basis.

**PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Peripheral:** Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

**Depth Perception:** Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Color Vision:** Ability to identify colors.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit, use hands to finger, handle or feel objects, tools or controls, and reach with hands and arms. The incumbent is frequently required to stand and walk. The incumbent is occasionally required to climb or balance, and stoop, kneel, crouch, or bend.

**COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

**PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through

statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and

responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

#### **TECHNICAL COMPETENCIES:**

**Functional Knowledge:** Possesses the specific knowledge and technical abilities to succeed in the specified position.

Possesses in-depth knowledge of SPB rules, regulations, and procedures pertaining to recruitment, selection, and job qualifications. Possesses the knowledge of internal routing and application coding procedures. Interprets and implements personnel policies and procedures governing recruitment and selection practices; participates in the development of policies and procedures.

**Situation Analysis:** The ability to evaluate characteristics of each situation and use appropriate tactics to achieve results.

Evaluates experience and training records to determine qualifications for a particular occupation or eligibility for examinations. Evaluates the hiring processes of state agencies to make sure they are in compliance with SPB policies and procedures.

**Organizational Ability:** The ability and willingness to organize and utilize resources to achieve results.

Organizes resources in an effective manner needed to provide services to customers and agencies. Recognizes current and potential crisis situations and uses flexibility, creativity, and common sense to reach a workable solution.

**Workflow Management:** The ability and willingness to perform work within defined specifications and time lines and to manage conflicting priorities.

Develops project objectives, data collection and analysis procedures; develops work plans and time tables to meet deadlines. Operates under specific time constraints and within specified deadlines. Effectively prioritizes tasks in order to meet compliance deadlines.

**Problem Solving/Decision Making:** The ability and willingness to work with people and to identify and solve problems in order to effectively and efficiently complete assigned tasks.

Interacts with customers to resolve selection issues and problems, furnish or obtain information, and to explain personnel policies and procedures. Effectively deals with different issues and people.

**Support Services:** The ability and willingness to assist others by organizing, coordinating, and preparing information and services.

Provides information and assistance to job applicants. Coordinates with other organizations or parts of the organization to achieve desired outcomes.

**Analytical Thinking:** The effective use of knowledge and logic to address issues critical to the accomplishment of the job.

Reviews applications to determine eligibility for examinations; notifies candidates as to acceptance or rejection; rates training and experience of applicants; and analyzes scores of written examinations.

**Communication:** Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, management, vendors and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel (e.g., personnel inside agency, outside agency, and other state's agency personnel), or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Presents facts, financial documentation, or other information in written and/or oral form. Maintains a liaison between the State Personnel Board and other departments or agencies of state government. Counsels prospective applicants and state government employees on matters relative to minimum qualifications of job classes; certification for appointment, promotion, or transfer; and other personnel actions.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Counsels applicants, employees, and agency personnel on procedures and job listings and evaluates occupational skills of job applicants.
2. Assists in the research, development, implementation, and interpretation of various office projects and policies.
3. Acts as a liaison among State agencies and government officials.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Assists in counseling prospective applicants and state government employees on matters relative to minimum qualifications of job classes or certification for appointment, promotions, or transfers and other personnel actions.

Assists with interviews of applicants for State employment; reviews applications in accordance with selection procedures.

Assists in evaluating employee Experience and Training Records; codes information pertaining to education, work experience, and other occupational qualifications.

Assists in developing project objectives, data collection, and analysis; helps develop work plans and time tables to meet deadlines.

Assists in performing research and analyses of related personnel data to formulate oral and written responses to inquiries.

Learns to interpret personnel policies and procedures governing recruitment and selection practices; participates in the development of policies and procedures.

Assists in maintaining a liaison between the State Personnel Board and other departments or agencies of state government.

Interacts with government agencies, elected public officials, private organizations, and the general public to resolve selection issues and problems, furnish or obtain information, and explain personnel policies and procedures.

Performs related or similar duties as required or assigned.

### **INTERVIEW REQUIREMENTS**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.